

Fitchburg Gas and Electric Light Company

Telephone Service Factor

Benchmarks, Standard Deviations, and Supporting Calculations

Non-Emergency Calls

Benchmark	53.3% handled within 20 seconds
Historical Data Used to Set Benchmark	2002: 64.4% 2001: 63.0% 2000: 51.5% 1999: 44.9% 1998: 43.0%
Average	53.3% handled within 20 seconds
Standard Deviation Calculation	10.0% handled within 20 seconds
Penalty Range	43.4% to 33.4%
Offset Range	63.4% to 73.4%

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

Emergency Call Data

Benchmark	not applicable
Historical Data	2002: 80.7% handled within 20 seconds 2001: 78.0% handled within 20 seconds*
Average	79.4%
Standard Deviation Calculation	not applicable
Penalty Range	not applicable
Offset Range	not applicable

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

*Based on November and December 2001 data.

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Service Appointments Met As Scheduled

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	98.5%
Historical Data	2002: 99.3% 2001: 98.0% 2000: 98.3%
Average	98.5%
Standard Deviation Calculation	0.7%
Penalty Range	97.9% to 97.2%
Offset Range	99.3% to 100.0%

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

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On-Cycle Meter Readings

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	90.1%
Historical Data Used to Set Benchmark	2002: 92.9% 2001: 92.5% 2000: 90.9% 1999: 90.6% 1998: 83.6%
Average	90.1%
Standard Deviation Calculation	3.8%
Penalty Range	86.3% to 82.6%
Offset Range	93.9% to 97.6%

Note: Data provided to the nearest 10th of a percent, in accordance with Section VII A.

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Consumer Division Cases

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	62.3 Cases
Historical Data Used to Set Benchmark	2002: 58.0 Cases 2001: 68.0 Cases 2000: 63.0 Cases 1999: 78.0 Cases 1998: 94.0 Cases 1997: 54.0 Cases 1996: 77.0 Cases 1995: 47.0 Cases 1994: 56.0 Cases 1993: 28.0 Cases
Average	62.3 Cases
Standard Deviation Calculation	18.4 Cases
Penalty Range	80.7 to 99.0 Cases
Offset Range	43.9 to 25.6 Cases

Note: Data provided to the nearest 10th of a case.

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Billing Adjustments

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	\$44.46 per 1,000 Customers
Historical Data Used to Set Benchmark	2002: \$50.35 per 1,000 Customers 2001: \$0 per 1,000 Customers 2000: \$24.79 per 1,000 Customers 1999: \$71.20 per 1,000 Customers 1998: \$253.83 per 1,000 Customers 1997: \$0 per 1,000 Customers 1996: \$0 per 1,000 Customers 1995: \$0 per 1,000 Customers 1994: \$0 per 1,000 Customers
Average	\$44.46 per 1,000 Customers
Standard Deviation Calculation	\$82.81 per 1,000 Customers
Penalty Range	\$127.27 to \$210.08
Offset Range	not applicable*

Note: Data provided to the nearest 100th of a dollar.

*Offsets are not applicable at this time because one standard deviation below the average is in the negative range.

Since the deadband alone brings this value below zero, no offset is applicable at this time.

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Response to Odor Calls

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	95%
Historical Data	2002: 99% 2001: 98% 2000: 99% 1999: 99% 1998: 96%
Average	98%
Penalty Range	91% to 94%
Offset Range	96% to 99%

Note: Data provided to the nearest percentage point, in accordance with Section VII A.

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Lost Work Time Accident Rate

Benchmarks, Standard Deviations, and Supporting Calculations

Benchmark	9.62	incidents per 100 FTEs
Historical Data	2002: 1.02	incidents per 100 FTEs
Used to Set Benchmark	2001: 7.33	incidents per 100 FTEs
	2000: 7.44	incidents per 100 FTEs
	1999: 7.34	incidents per 100 FTEs
	1998: 11.83	incidents per 100 FTEs
	1997: 9.91	incidents per 100 FTEs
	1996: 13.99	incidents per 100 FTEs
	1995: 12.78	incidents per 100 FTEs
	1994: 10.87	incidents per 100 FTEs
	1993: 13.66	incidents per 100 FTEs
Average	9.62	incidents per 100 FTEs
Standard Deviation Calculation	3.96	incidents per 100 FTEs
Penalty Range	13.58 to 17.54	
Offset Range	5.66 to 1.70	

Note: Data provided to the nearest 100th of an accident, in accordance with Section VII A.

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Staffing Levels

Historial Data and Average

Average	87
Historical Data*	2002: 86
	2001: 85
	2000: 83
	1999: 83
	1998: 83
	1997: 102

*Based on number of employees on payroll at the end of the year. Commencing with 2002, staffing level refers to the number of staff positions which includes the number of employees on payroll plus open positions.

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Restricted Work Day Rate

Historial Data and Average

Average		2.1	cases
Historical Data	2002:	0.0	cases
	2001:	4.2	cases

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Property Damage in Excess of \$5,000

Historial Data and Average

Average		0.0	incidents
Historical Data	2002:	0.0	incidents
	2001:	0.0	incidents

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Unaccounted for Gas

Historial Data and Average

	<u>%</u>	<u>Dkth</u>
Average	1.13%	30,648
Historical Data	2002: 1.69%	47,517
	2001: 0.56%	13,778

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Capital Expenditures

Historial Data and Average

	<u>\$ Expenditure</u>	<u># of Projects</u>
Average	\$3,178,796	11
Historical Data	2002: \$3,293,824	10
	2001: \$6,361,189	20
	2000: \$5,047,525	15
	1999: \$4,191,194	12
	1998: \$3,555,786	8
	1997: \$2,910,382	11
	1996: \$2,845,095	9
	1995: \$1,366,934	11
	1994: \$1,311,800	10
	1993: \$904,231	7

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Customer Surveys

Historial Data and Average

Customer Satisfaction - Random (Scale 1 - 7)

Average	5.2
Historical Data	2002: 5.2

Customer Specific - Calls (Scale 1 - 7)

Average	6.1
Historical Data	2002: 6.1

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Customer Service Guarantees

Historial Data and Average

	<u>\$ Amount</u>	<u># of Payments</u>
Average	\$0	0
Historical Data	2002: \$0	0